**Lean Six Sigma**

**September 2022 Examination**

**Q1. List the various activities of DMAIC along with tools for conducting business process improvements for a manufacturing organization. Make a list of any 5 process audits that can be used in a car manufacturing company and explain at least 2 such audits. (10 Marks)**

**Ans 1.**

**Introduction.**

DMAIC stands for Define, Measure, Analyse, Improve, and Control. It is used to improve the quality of results that organization processes produce. It is a framework that allows organizations to implement improvements in their business processes by breaking them down into measurable steps and then applying standard tools like the Balanced Scorecard, Kaizen events, and Six Sigma to drive continuous improvement. The DMAIC uses a large number of sources, consisting of prescriptive accounts of the method in the practitioner literature. Five themes are selected from the problem-solving literature for the analysis of DMAIC. The study provides a characterization of the types of problems for which DMAIC is a suitable

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**Q2. Imagine yourself to be a six-sigma project leader in a hospital. Create a fishbone diagram for the problems (any 5) being faced by a hospital OPD and explain the steps involved in the FMEA with an example for each step. (10 Marks)**

**Ans 2.**

**Introduction**

The health sector today undergoes so many challenges. We begin with the rising health care cost. Many stakeholders play a key role in determining the cost of healthcare services, ranging from device manufacturers to medical drug manufacturing companies and payers to insurance policy providers. The rising cost of healthcare directly impacts the revenue of the healthcare companies, as increased cost discourages patients in many ways, from taking lab tests to doing regular follow-ups post visit, which ultimately leads to poor patient outcomes. Other challenges include pressure on pharmaceutical prices. An increase in prescription

**Q3a. Mention all the points to be considered for constructing the SIPOC diagram with an example from service industry. (5 Marks)**

**Ans 3a.**

**Introduction**

The goal of the SIPOC technique is to determine results, identify inefficiencies, and provoke process improvement efforts by providing a high-level overview of the current processes and challenging people to define new and improved ones. SIPOC diagram is a visual representation of business processes in a table form. The acronym stands for Suppliers,

**Q3b. Mention any 5 points of difference between verification and validation with examples for each. (5 Marks)**

**Ans 3b.**

**Introduction**

Many people use the terms verification and validation interchangeably without realizing the difference between the two. Not understanding that difference can lead to many models that do not truly represent a real-world process and lead to errors in forecasting or predicting the